





## **Program Update**

# **Veteran and Family Support Services (VFSS) Program**



# **Veteran and Family Support Services (VFSS) program**

- **Established 2007**
- **Funded by New Mexico Legislature**
- **To provide comprehensive *outpatient case management, behavioral health, and psychiatric services***
- **To New Mexico veterans and their family members.**



The definition of ***Veteran*** is comprehensive: anyone who has worn a US military uniform for one day.

- Deployments, Service Connection are not necessary
- Type of discharge is irrelevant

The definition of ***family*** is applied loosely.

- Relationship to veteran is primary
- Can seek services without the veteran



## **Program Home site: Rio Rancho Family Health Center**

- **Available in all PMS primary sites**

## **Program offices are *de facto* trauma clinics**

- **Veterans**
- **Family members**
- **Trauma-aware and -competent**

# Staffing

## **Licensed Behavioral Health Providers**

- **Licensed clinicians**
  - **Veteran savvy**
  - **Trauma-competent**
  - **Variety of interventions**
- **Psychiatrist**
- **Community Support Workers**



## **Collaborative**

- **Department of Veterans Affairs**
- **NM Department of Veterans' Services**
- **NM National Guard Family Program**
- **Local providers**
- **Veteran community**



## **Evidence-based Practices (provided)**

- **Individual, couple, and family treatment**
- **Behavioral health and substance abuse**
- **Systems approach to treatment**
- **Seeking Safety, Prolonged Exposure, Cognitive Processing Therapy**



## **Complementary Practices (coordination or referral)**

- **Mindfulness, contemplation, and breath work**
- **Body movement, massage, acupuncture**
- **Pastoral and spiritual practices**



## **Community Education**

- **National Guard Yellow Ribbon program**
- **Veteran Stand Downs**

## **Provider Education**

- **Combat, Veterans, PTSD, Reintegration**
- **Seeking Safety and other EBP**
- **Trauma-informed Care**
- **Developmental Trauma**



# **Fiscal Year 2013 Program Report**

*Produced by University of New Mexico  
Center for Rural and Community Behavioral Health*

## **Clients**

- **2007-2013: 1600**
- **FY 2013: 243 new clients**
- **Consumers experience bothersome symptoms less often**
- **Improved housing situation**



## **Client Military Status**

- **61% veterans**
- **30% family members**
- **5% National Guard**
- **2% Reserves**
- **1% Active Duty**

## **Service Referral**

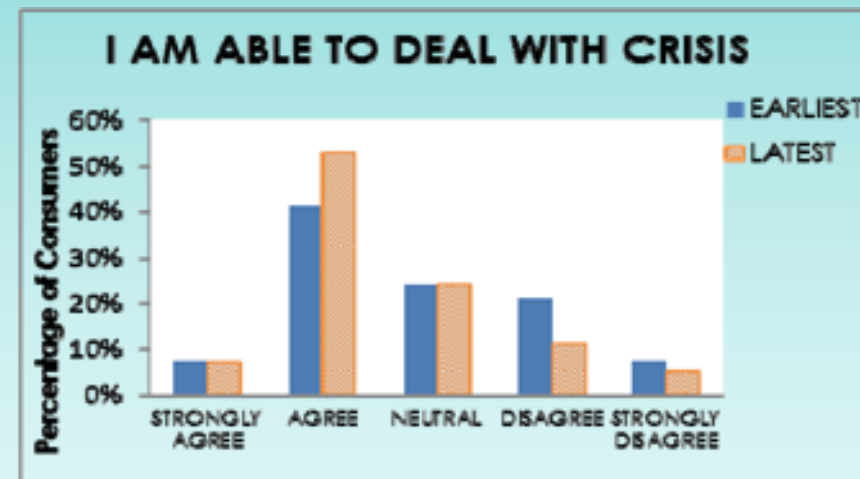
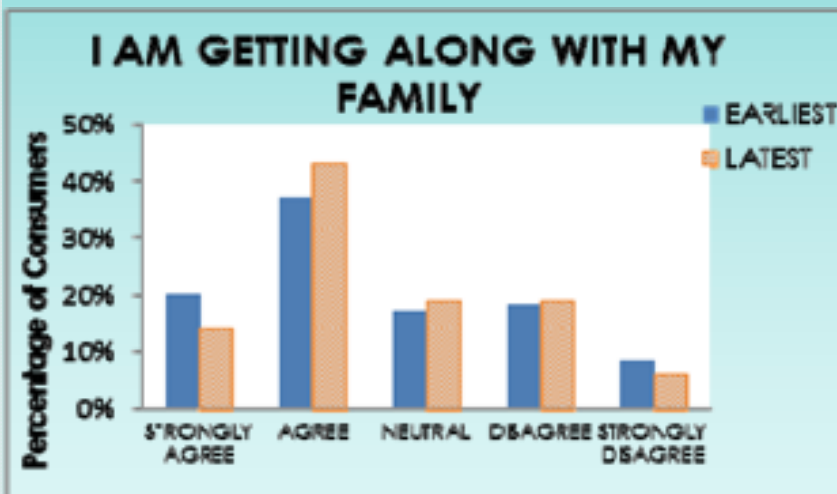
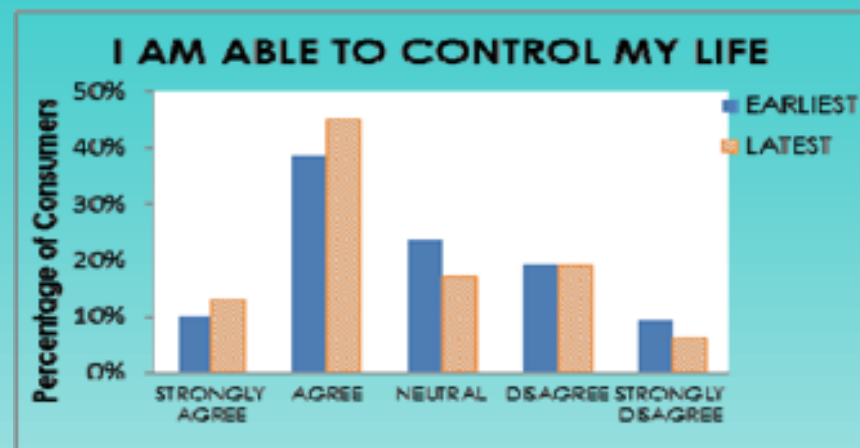
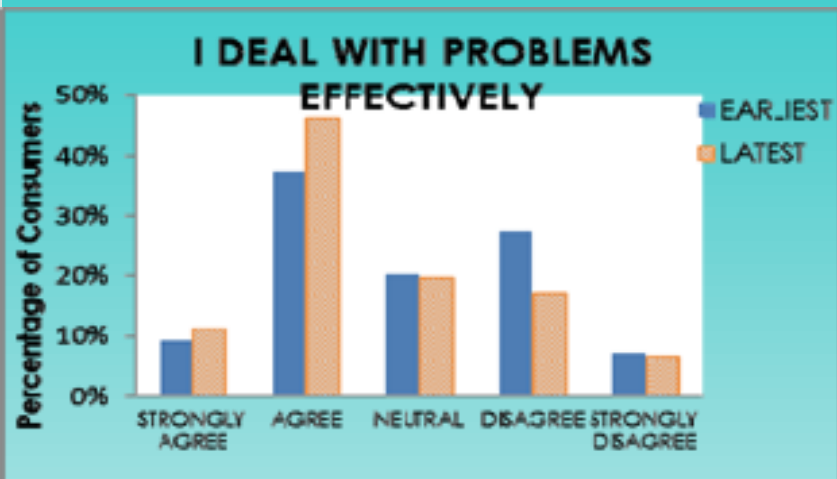
- **60% behavioral health**
- **35% case management**

# National Outcome Measure Results

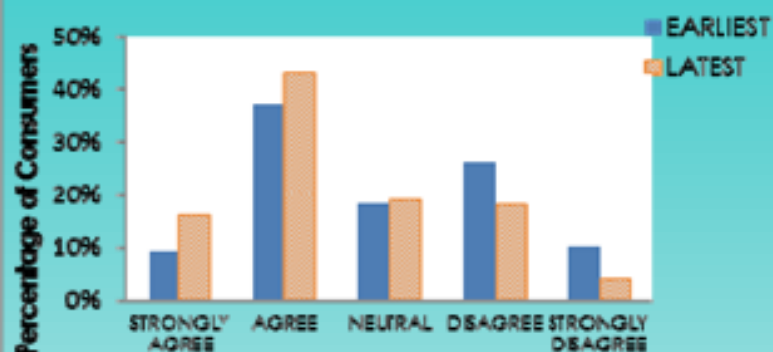
*Change between initial interview and most recent*



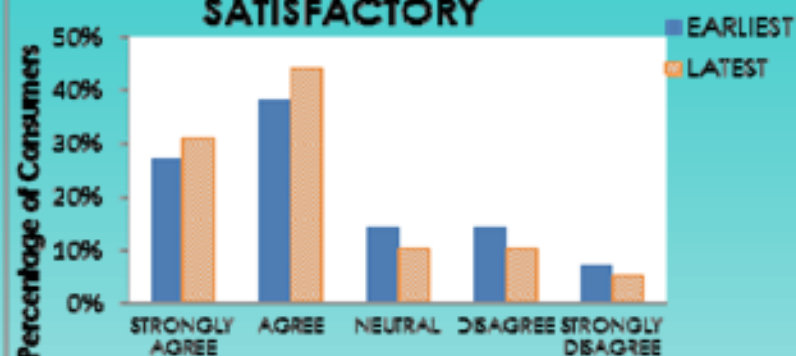
Source: Veteran and Family Support Services of New Mexico July 2012-June 2013 Annual Report, June 30, 2013, University of New Mexico Center for Rural and Community Behavioral Health



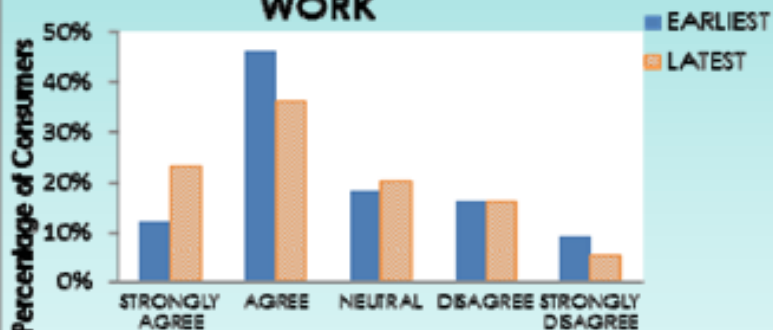
### I DO WELL IN SOCIAL SETTINGS



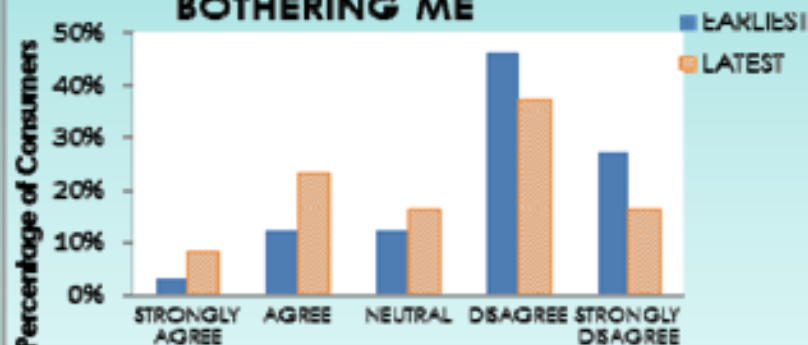
### MY HOUSING SITUATION IS SATISFACTORY




### I DO WELL IN SCHOOL OR WORK



### MY SYMPTOMS ARE NOT BOTHERING ME





**Positive overall health: 70%**  
**Deal with problems effectively: 57%**  
**Able to control my life: 58%**  
**Deal with crisis effectively: 60%**  
**Get along with my family: 57%**  
**Do well in social situations: 59%**  
**Do well in work or school: 59%**  
**Satisfied with housing: 75%**




## **Clinical areas for focus:**

- **Family interactions**
- **Dealing with problems effectively**

## **General Impact of Services**

- **72% —→ 52% bothersome symptoms**
- **Improvements in**
  - **Social Situations**
  - **Overall Well Being**



***“VFSS provides a much needed service for veterans, active duty, and their family members including a broad range of evidence-based practices and alternative treatments for trauma.”***